SAMHSA-HRSA
CENTER for INTEGRATED
HEALTH SOLUTIONS

How to Effectively Implement Telebehavioral Health in Primary Care – A Dialogue with Experts

June 15, 2017

SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

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Director, CIHS

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Associate, CIHS

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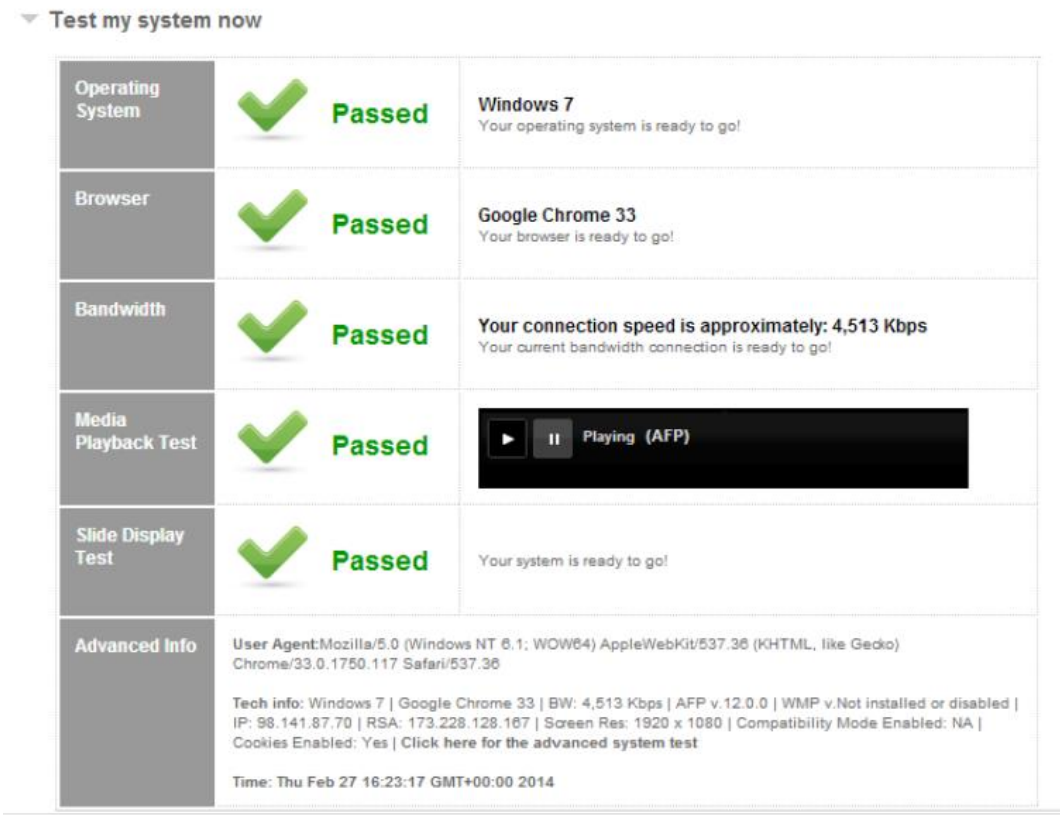

Before We Begin

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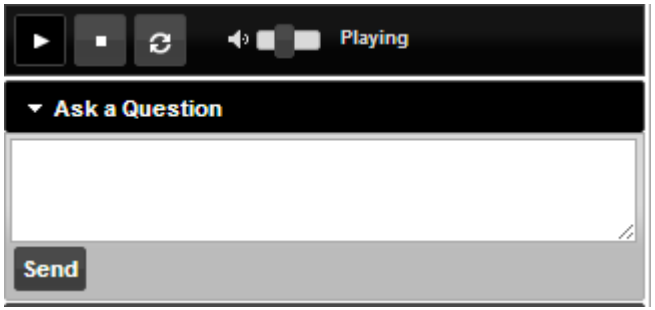

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Center for Integrated Health Solutions

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
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Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4727)

Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), the Health Resources and Services Administration (HRSA), or the U.S. Department of Health and Human Services (HHS).

Learning Objectives

- Identify the potential outcomes and benefits associated with telehealth.
- Recognize the key elements necessary to implement effective and innovative telehealth strategies to address the needs of individuals living with mental illness and substance use disorders.
- Understand specific steps necessary to implement telebehavioral health in primary care practice settings (organizational buy-in, workflow redesign, workforce development).
- Identify practical approaches to sustain implementation of tele-behavioral health, including effective problem identification and problem solving.
- Obtain practical resources to help provider organizations build telebehavioral health treatment capacity.

Poll Questions

1. Are you currently using telebehavioral health?
   - Yes
   - No

2. If yes, for which type of service?
   - Mental health services
   - Substance use treatment services

3. What barriers to implementation of telebehavioral health do you face?
   - Financial resources and/or infrastructure
   - Billing and reimbursement
   - Workforce redesign
   - Harmonizing workflows with IT
   - Licensure for providers in the telehealth role
   - Leadership buy-in

Today's Speakers

Jay Otrowski, MA, LPC/S, NCC, DCC, ACS
Founder and CEO, Behavioral Health Innovation and Adaptive Telehealth

Jonathan Neufeld, PhD, HSPP
Clinical Director, Upper Midwest Telehealth Resource Center

Today's Facilitator

Jay Shore, MD

Associate Medical Director, Colorado Physicians Health Program

Welcome from HRSA

Natassja Manzanero, MS
Federal Office of Rural Health Policy,
Office for the Advancement of Telehealth, HRSA

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Telebehavioral Health in Primary Care
A Discussion

Leveraging technology to increase access and efficiency

Definition(s) – Over 40 Terms

3 Main Types

- Video
- Text
- Avatar

Most Common Terms

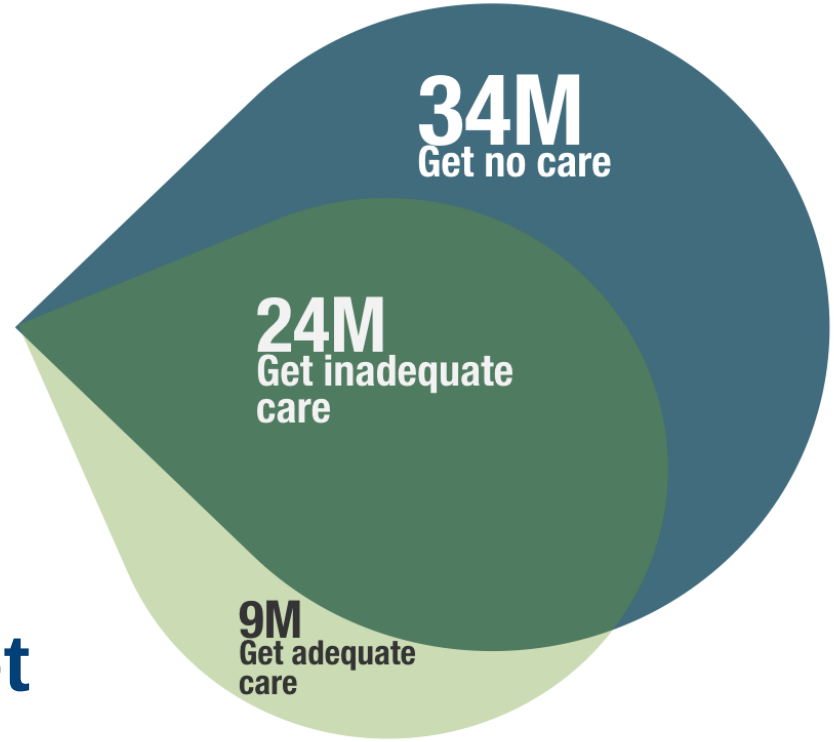
- Telemental Health
- Telebehavioral Health
- Online Therapy
- Online Counseling

1. Avatar counseling
2. Avatar therapy
3. Chat therapy
4. Clinical video therapy,
5. Cyber-counseling
6. Cyber-psychology
7. Cyber-therapy,
8. Distance counseling
9. Distance therapy
10. Electronic means
11. Electronic practice
12. Electronic methods
13. Email counseling
14. Email therapy
15. Ecounseling or E-counseling
16. Etherapy or E-therapy
17. Icounseling or I-counseling,
18. Internet mediated
19. Internet therapy,

Ostrowski, J, and Collins T, (2016). A Comparison of Telemental Health Terminology Used Across Mental Health State Licensure Boards. The Professional Counselor Journal.http://tpcjournal.nbcc.org/a-comparison-of-telemental-health-terminology-used-across-mental-health-state-licensure-boards/

Millions have limited access to care

67M
Americans have a mental illness

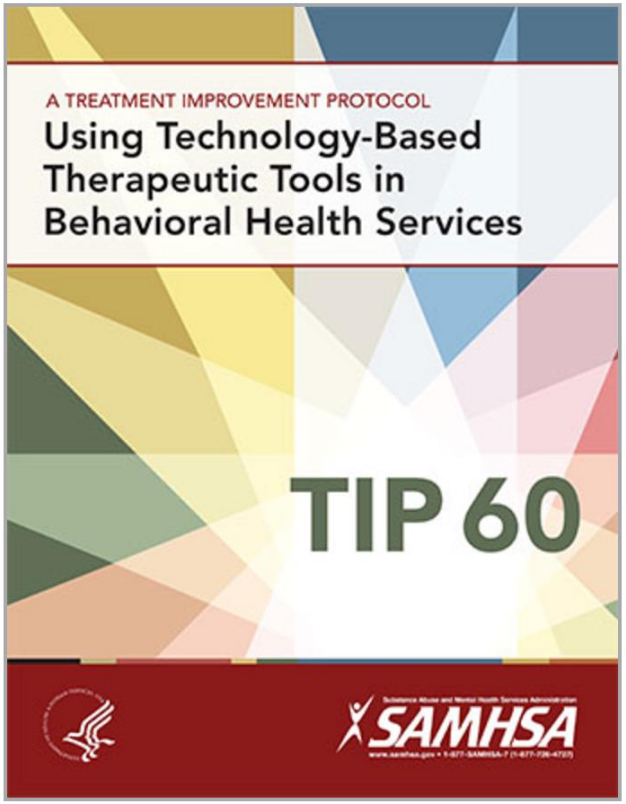


58 Million persons do not get adequate care

~ Commonwealth Fund

Includes adults (htt://1.usa.gov/MPYzPQ , http://1.usa.gov/N5kwH4) and children (http://1.usa.gov/N5kDma, http://1.usa.gov/LDRbU6, http://bit.ly/RwQkaW

Telemental Health is Effective



AMERICAN TELEMEDICINE ASSOCIATION

EVIDENCE-BASED PRACTICE FOR TELEMENTAL HEALTH

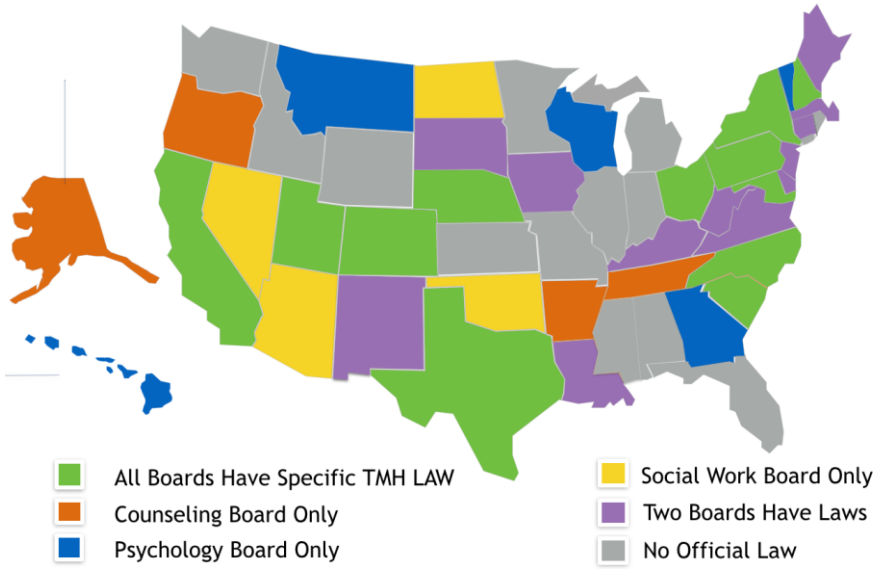
October 2009

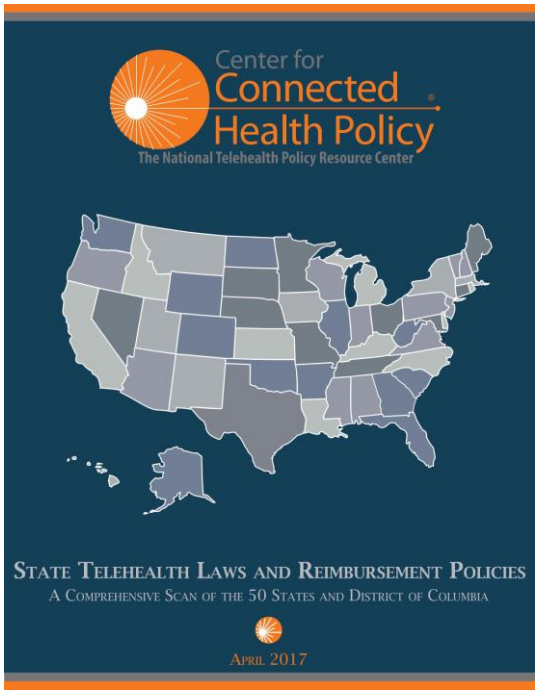
https://store.samhsa.gov/product/TIP-60-Using-Technology-Based-Therapeutic-Tools-in-Behavioral-Health-Services/SMA15-4924

http://thesource.americantelemed.org/resources/telemedicine-practice-guidelines

Legal

Laws vary by state and by profession.





http://www.cchpca.org/state-laws-and-reimbursement-policies

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Standards and Ethics

AAMFT - American Association of Marriage and Family Therapists
- Code of Ethics

ACA - American Counseling Association
- Code of Ethics

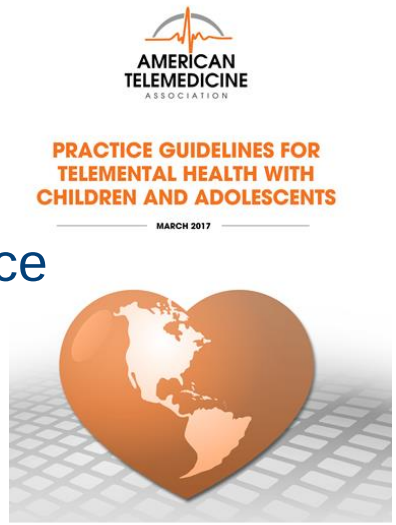
AMA - American Medical Association
- Resolution 317 in favor of quality telemedicine policies

APA - American Psychological Association
- Guidelines for Ethical Practice of Telepsychology

ATA - American Telemedicine Association
- Guidelines for Video Telemental Health

NASW - Standards for Technology and Social Work Practice

NBCC - National Board for Certified Counselors
- Code of Ethics for Distance Services



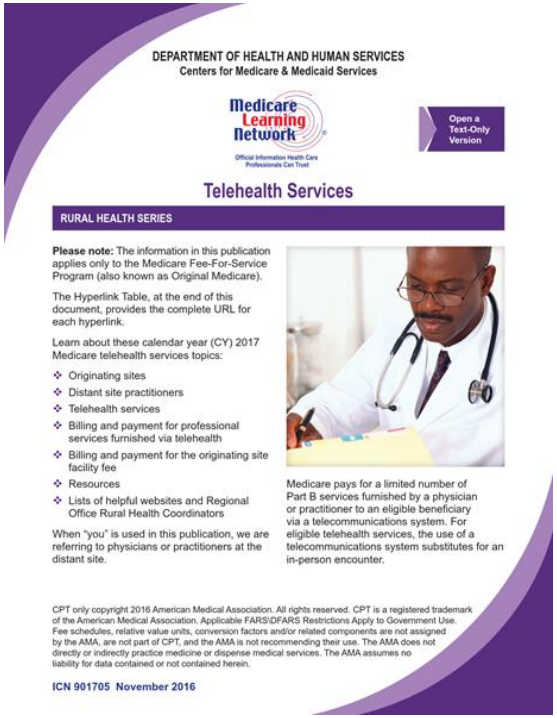
Supported: Federal Agencies and Professional Orgs

Many Federal agencies support

Office for the Advancement of Telehealth

- Cross Federal Workgroup on Telehealth
- Short-term and long-term goals
- 26 agencies/departments included

Financially Sustainable


DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services

Medicare Learning Network®
Official Information Health Care Professionals Can Trust

Open a Text-Only Version

Telehealth Services

RURAL HEALTH SERIES

Please note: The information in this publication applies only to the Medicare Fee-For-Service Program (also known as Original Medicare).

The Hyperlink Table, at the end of this document, provides the complete URL for each hyperlink.

Learn about these calendar year (CY) 2017 Medicare telehealth services topics:

- Originating sites
- Distant site practitioners
- Telehealth services
- Billing and payment for professional services furnished via telehealth
- Billing and payment for the originating site facility fee
- Resources
- Lists of helpful websites and Regional Office Rural Health Coordinators

When "you" is used in this publication, we are referring to physicians or practitioners at the distant site.

Medicare pays for a limited number of Part B services furnished by a physician or practitioner to an eligible beneficiary via a telecommunications system. For eligible telehealth services, the use of a telecommunications system substitutes for an in-person encounter.

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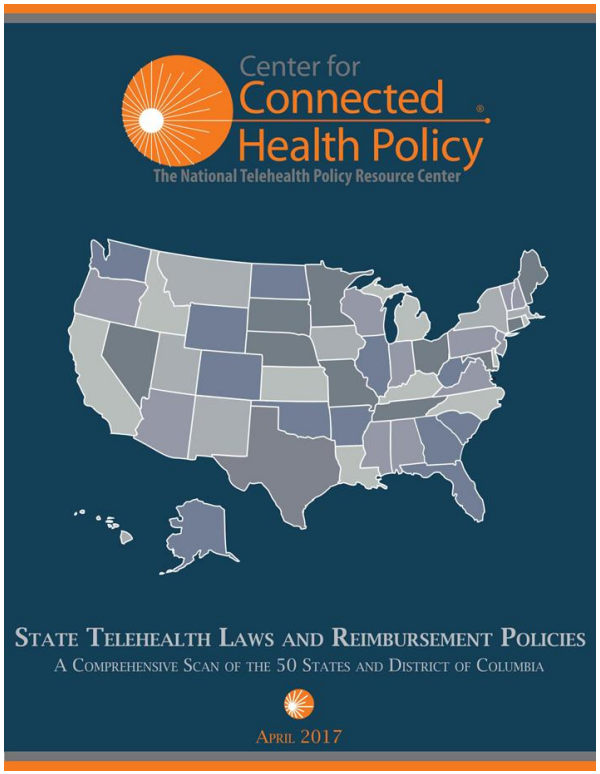
ICN 901705 November 2016

https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/


Center for Connected Health Policy®
The National Telehealth Policy Resource Center

STATE TELEHEALTH LAWS AND REIMBURSEMENT POLICIES
A COMPREHENSIVE SCAN OF THE 50 STATES AND DISTRICT OF COLUMBIA

APRIL 2017

http://www.cchpca.org/state-laws-and-reimbursement-policies

Requires Preparation, Training and Practice

Ethics and state laws requires training.

STAR TELEHEALTH
Southside Telehealth Training Academy and Resource Center

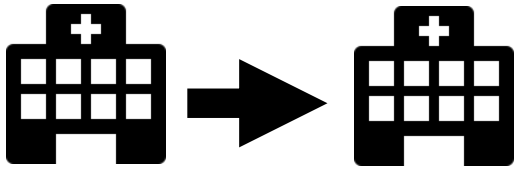
National School of Applied Telehealth

National School of Applied TeleHealth

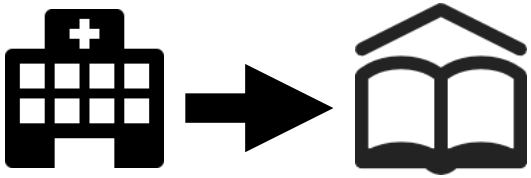
http://hthu.net/gptonlinetrainingcenter/ http://www.ucdmc.ucdavis.edu/cht/clinic/index.html
http://www.startelehealth.org/certificates-and-credentials

Settings - Many Options

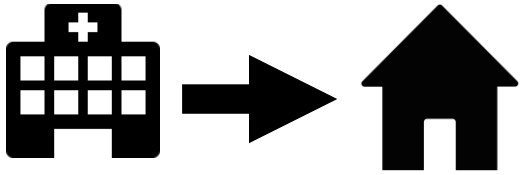
Clinic-to-clinic



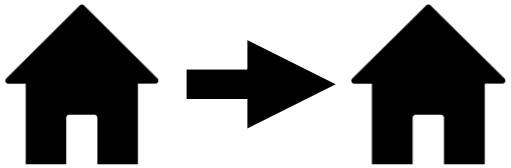
Clinic-to-X
School/Prisons/Corp



Clinic to client home
(DTC = Direct-to-Consumer)



Clinician home to client home
(DTC = Direct-to-Consumer)



Use-cases:

- Specialty consults: Distant psychiatrist or other specialist
- Outsourced psychiatric evaluation/medication management
- Evaluation and treatment by other licensed providers
- Direct referral to trained online providers
- Recorded structured interview and asynchronous evaluation (experimental)

Resources

- Discussion Forum http://www.matrc.org/community/discussions
- Software comparisons https://telementalhealthcomparisons.com
- Telehealth Resource Centers http://www.telehealthresourcecenter.org/
- National Frontier and Rural Addiction Technology Transfer Center
  - For tele-substance abuse treatment resources: http://www.attcnetwork.org/national-focus-areas/?rc=frontierrural
- State Telemedicine Gaps Analysis: Physician Practice Standards & Licensure http://utn.org/resources/downloads/50-state-telemedicine-gaps-analysis-physician-practice-standards-licensure.pdf
- State Telemedicine Gaps Analysis: Coverage & Reimbursement https://higherlogicdownload.s3.amazonaws.com/AMERICANTELEMED/3c09839a-fffd-46f7-916c-692c11d78933/UploadedImages/Policy/State%20Policy%20Resource%20Center/Coverage%20-%202016_50-state-telehealth-gaps-analysis--coverage-and-reimbursement.pdf

Contact Information

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What are your thoughts and questions on how to provide telebehavioral health services?

time for discussion

CIHS Resources

Telebehavioral Health Training and Technical Assistance

http://www.integration.samhsa.gov/operations-administration/telebehavioral-health

Telehealth Start-up Resource Guide

http://www.integration.samhsa.gov/hit/telehealthguide_final_0.pdf

The value of provider-to-provider telehealth

https://www.ncbi.nlm.nih.gov/pubmed/18578679

CMS Telehealth Services Fact Sheet:

https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsht.pdf

CIHS Tools and Resources

Visit www.integration.samhsa.gov or e-mail integration@thenationalcouncil.org

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Please take a moment to provide your feedback by completing the survey at the end of today's webinar.